



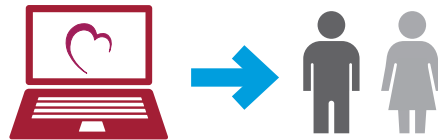
FISCAL YEAR 2017 IMPACT

CONNECTING OUR COMMUNITY THROUGH SERVICE

The Montgomery County Volunteer Center strives to improve the quality of life in Montgomery County, Maryland, by fostering a culture of service in our community. Our programs work to promote and expand meaningful volunteer opportunities throughout the county, and to connect community members in search of volunteer activities with nonprofits and government agencies in need of assistance. Take a look at the results!

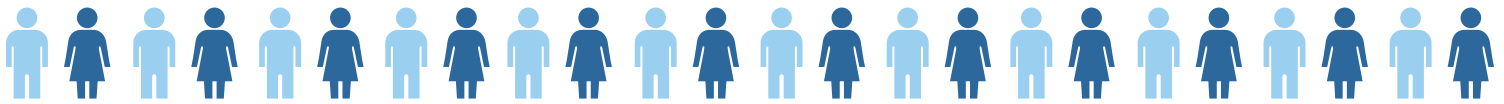
WEB-BASED VOLUNTEER MATCHING

Our online database of volunteer opportunities with 1,084 organizations allows individuals and groups to search for ways to serve the community based on a variety of criteria—everything from interest area or age-appropriateness to project location or date. Then, with just another click, they can learn more and quickly connect with the organization seeking help.



THROUGH THE WEBSITE IN FY2017:

890 organizations received
37,297 referrals from
10,356 volunteers

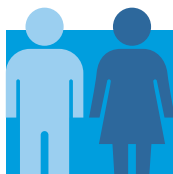


4,265
volunteers served
8,766
hours during
MLK Day 2017

SPECIAL DAYS OF SERVICE

The Volunteer Center develops and oversees large-scale volunteer projects at multiple sites throughout the county for the Martin Luther King Jr. Day of Service in January and the Montgomery County Community Service Week in October. These service days activities not only provide residents with a wide range of opportunities for helping their community, but they also offer our nonprofit partners an enthusiastic cadre of new volunteers.

3,465
volunteers served
7,296
hours throughout
Community Service
Week 2016



801 SSL-preapproved organizations
featured on our website in FY2017

STUDENT SERVICE LEARNING

Working in partnership with Montgomery County Public Schools (MCPS), the Volunteer Center maintains the online searchable database of organizations and projects that have been preapproved by MCPS for student service learning (SSL) credits. SSL opportunities allow students to address a real community need while earning service hours required for high school graduation.

RETIRED AND SENIOR VOLUNTEER PROGRAM

Our Retired and Senior Volunteer Program (RSVP)—part of the national Senior Corps' network of volunteers—connects volunteers age 55 and up with partner organizations looking for help. RSVP service opportunities help seniors thrive and allow them to use existing skills or develop new ones through volunteering.

47,870
RSVP volunteer
hours served in
FY2017

RSVP/AARP TAX-AIDE PROGRAM

We coordinate the Montgomery County RSVP/AARP Tax-Aide Program, recruiting and training 146 hard-working volunteers annually to provide free federal and state tax preparation services for low- to moderate-income taxpayers, many of them seniors.



146 volunteers completed



4,935 tax returns, resulting in



\$4,464,585 in refunds for 2016

28,460
SUBSCRIBERS

Received our volunteer
newsletter in FY2017



VOLUNTEER COMMUNICATIONS

Every month, we reach out to county residents through our volunteer e-newsletter, providing up-to-date information highlighting volunteer opportunities, local nonprofits in need, ideas for getting involved in new causes, and more. We also regularly feature volunteer news and the latest volunteer needs on our social media sites.



VOLUNTEER MANAGEMENT TRAINING

In our aim to help nonprofits and government agencies maximize their impact, the Volunteer Center offers networking and training events throughout the year. These sessions explore a variety of critical elements of volunteer management, such as volunteer recruitment strategies, training policies, and recognition ideas.

352 nonprofit
professionals

attended training, networking,
and orientation events in FY2017



\$36,389

worth of items donated in FY2017

IN-KIND DONATIONS

Hotlink, the Volunteer Center's weekly e-newsletter developed just for our registered agencies, features details about office equipment, furniture, medical supplies, and other items in good or better condition that local residents and businesses wish to donate to government and nonprofit organizations. This "match-making" service helps organizations large and small source needed supplies and keeps valuable goods out of the waste stream.